

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 2, 2015/2016

**BOB2824 - ORGANIZATIONAL BEHAVIOR**  
(Distance Education)

5th MARCH 2016  
9.00 – 11.00 a.m.  
(2 hours)

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### INSTRUCTION TO STUDENTS:

1. This question paper consists of **FOUR** questions. Answer ALL questions.
2. The total mark for this paper is 100 marks. This final examination contributes 50% toward your grade in this course.

**Answer ALL questions. Each question carries 25 marks.**

Question 1

- a) Explain how knowledge of organizational behaviour (OB) helps managers to :
- i. Respond to economic pressure.
  - ii. Enhance employee well-being at work. (10 marks)
- b) Explain how The Big Five traits predict behaviour at work. (15 marks)

Question 2

- a) As a manager, what steps could you take to motivate employees in your organization when they perform well? What motivation theories or concepts would you apply? (15 marks)
- b) How is workplace stress regularly managed? Identify two (2) individual approaches, and three (3) organizational approaches to managing stress. (10 marks)

Question 3

- a) Contrast the five (5) bases of power. (10 marks)
- b) Charismatic business leaders are organizational change agents. Explain. (15 marks)

**Continued.....**

Question 4

Choose any FIVE (5) from the following list. Briefly explain how they relate to OB.

- a) Halo effect.
- b) Workplace deviance.
- c) Group norms.
- d) Power distance.
- e) Grapevine.
- f) Functional conflict.

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